

MARC Riders Advisory Council Meeting

September 20, 2018

4:30 pm – 6:00 pm

Hall of States, Room 231

Summary minutes

- I. Call meeting to order (Steve Chan, Chairman): Called to order at 4:32 PM
- II. Introductions (Steve Chan, Chairman):
 - A. Howard Carter introduced new members of the Amtrak management team
 - 1. T. C. Williamson Jr. has re-joined the Amtrak MARC team as Superintendent of Road Operations and Positive Train Control (PTC) Implementation. T.C was a MARC Road Foreman from 2011 to 2013.
 - 2. Justin Waldron is now the Superintendent of Terminal Operations, overseeing the Amtrak Commuter Control Center in Washington and daily manipulation of train movements.
 - 3. Andreas Wilson is one of the new Commuter Operations Space & Equipment Control Analysis, working in the Amtrak Commuter Control Center in Washington.
- III. Review of August Minutes (Christopher Field, Secretary):
 - A. No changes.
- IV. Review of August performance data (Katherine Read, MARC Assistance Chief Transportation Officer):
 - A. Report attached.
 - B. There were no Penn Line counts this month because of staffing issues.
 - C. Questions & comments:
 - 1. Comment from Council Member: Pairwise comparisons of month to month or year to year passenger counts can be misleading as shown by the at Silver Spring passenger counts for August 2018 (506 people boarded) and 2017 (38 people boarded). Note that the 38 boardings is a typical number for 2017 and 2018. It appears that Metro's Red Line had problems on count day August 2018, and folks took MARC to DC instead of Metro. The total AM passenger count on the Brunswick line in August came out higher this year than last year. Under normal circumstances the total August 2018 AM count on the Brunswick Line would have been lower so the August 2018 data should probably be adjusted downward when investigating year-to-year trends. In general, passenger count data need to be looked at carefully if used to show year-to-year trends at stations.

V. Update on Penn Line trackwork (David Johnson, MARC Chief Transportation Officer and Howard Carter, Rail Operations Manager, Amtrak Commuter Services):

- A. On August 23, work on track 3 was completed 2 days early. Work now moves to track 2, the center track.
- B. On Time Performance has significantly improved with the track work change.
- C. Track 2 work will be completed in November.
- D. For next summer's work on Track 1, Amtrak is examining alternatives to the bridge platforms we have seen. Examining a system used by NJTransit that provides a full platform length. This should improve OTP as it removes the precision spotting requirements.

VI. Update on MARC Ticket Vending Machines (Josh Wolf MARC Manager, Project Development & Contract Compliance) and Mobile ticketing (Katherine Read):

A. Vending machines:

- 1. New machine software update (2.0)
- 2. Machines are up at least 99.1% of the time. 99.7% up system wide.
- 3. Revenue from the machine is up significantly.

B. Mobile ticketing:

- 1. System is in Beta testing after some delays.
- 2. A week from today, CharmPass will be available in the Apple and Google Play Stores.
- 3. The current system is not compatible with WMATA. Working on a Smart Ticket with WMATA and it will roll on in November.
- 4. Questions and Comments:
 - a) Some conductors report that sometimes printed tickets are blank. MTA reports that the issue has been corrected.
 - b) Riders have been asking how to get the mobile app. Response is it isn't publicly available yet. There will be an announcement when it is available. It is expected to go live about the first week of September.

VII. Old Business:

- A. Camden and Brunswick time tables have been reprinted without any changes except trains 871 and 881 have been reversed under the R schedule.
- B. Penn Line has a newly printed time table with a reformatted form. An airplane symbol has been added for BWI.
- C. About 6 months ago, bus service was established between the Perryville MARC and the Newark Delaware SEPTA stations. Bus service connecting to MARC and SEPTA has been noted in the time table. It is hoped that use will be high enough to justify future expansion. The service is operated by Cecil County Transit. The MARC timetable only shows the connections available to or from both rail services; there are additional bus runs.

- D. Union Station renovation status: Design is 90% complete. Work expected to start early summer 2019 and running for 2 years. DF reiterated that the current station was designed in the mid 1980s when there were 4 Brunswick, 4 Camden, and 2 Penn Line trains daily. Demand and service has grown significantly since then and it is time for a redesign.

VIII. New Business:

- A. Joe Conny brought flies from Transit for Maryland which is advocating for more and all day service between Frederick and Union Station.

Maryland Transit Opportunities Coalition
Action Committee for Transit
Maryland Sierra Club
www.TransitForMaryland.org

- B. The council expressed appreciation to DJ and Katherine for being present to help direct passengers around the new construction at the BWI station.
- C. The new Charm Card upgrade is not interoperable with the WMATA Smart Card. The number of people who cross use the cards is small and the cost and difficulty of making it cross system compatible could not be justified. Someday, WMATA will upgrade its system and might revisit cross honoring.
- D. MARC Tracker upgrade and API implementation is still in process. No date is offered for when it will be complete.
- E. All of the material required to outfit MARC III (original bi-level) cars for full size bikes will be delivered by mid October. Expect to offer rush hour bike service by December. A redesign is required to accommodate bikes on the MARC IV (New Jersey Transit style) cars. They might be done in spring 2019. There is no funding to outfit the MARC II (5 seats across) cars.
- F. Status of HHP Electric locomotives: 1 locomotive is in service after its electrical plant upgrade. 1 locomotive is currently getting an upgrade. On any given day, 2 to 3 HHP electrics are in service.
- G. The council brought up questions about a service disruption of train 401 on September 5 that resulted in a 2 hour delay. Amtrak's response was that to dispatch the rescue locomotive takes a certain time in that the crew must be briefed and mission planned. It needed to cross from the yard on the northbound side to the southbound track. The response was hampered because of the track construction that resulted in single tracking while train 401 was disabled. One lesson learned is that if a mechanical problem is identified before a locomotive leaves the origin station, the train will likely be cancelled rather than risk the train breaking down on the mainline. This allows alternative arrangements to be made more quickly and inconvenience minimized for everyone.
- H. Camden Line service was canceled on the morning of September 18 because of significant flooding with more than 1 foot of water across the tracks at some points. The remnants of Hurricane Floyd dropped 8 to 9 inches of rain along the Camden Line as it traveled up the East Coast. Discussions about service started about 3:30 AM and by 5:30 AM it was clear

cancellation of service for the morning was the most prudent action. While the water moved loose items around, fortunately there was no structural damage to the right of way. The “R” schedule was operated on the afternoon of September 18 and full service was restored the next day.

- I. A new rider guides is out with minor updates. A version 2 will come out after mobile ticketing goes live.

IX. Meeting adjourned at 5:34 PM

Upcoming meetings (Third Thursday of each month 4:30 to 6:00)

October 18, 2018 Teleconference (Before the minutes were submitted,
November 15, 2018 In person the Oct/Nov plan was swapped.)
January 17, 2019 In person

Reminder: E-mail rail car or station defects to Katherine Read – kread@mta.maryland.gov

Attendance:

An “X” means present in the room.

A “P” means present by phone.

A “L” means late.

MRAC		Amtrak		CSX	
Atif Adam	P	Andreas Wilson	X	Joe Lisska	
Brian Love	X	Howard Carter	X	Marco Tura	
Carrie Blough	X	Mike Tierney		Nancy Roberts	P
Charles Enders		Justin Waldron	X		
Cheryl Batis-Harris	X	Shaquana Stephens	X		
Christopher Field	X	Thomas Williamson Jr.	X	MTA	
Corrine Lopez	X			Andrea Farmer	X
Dan Sutherland Weiser		Bombardier		David Johnson	X
J.C. Hendrickson	X	Amika Anderson	X	Dean Del Peschio	
Joe Conny	X	Bill Egan	X	Josh Wolf	P
J.P. Carnes-Stine	X	Christopher Bostic	X	Katherine Read	X
Judah Prero	X	Jeff Gaffney		Kyle Nembhard	X
June Brandt		Josh McCormack		Matt Mitchell	
Katina Dashiell	P	Lee Woodward		Paul Kryswaty	
Kelly Kopeikin		Matthew Sturgeon	X	Thomasina Swilling	P
Katherine Hodges		Sean McCarty			
LaToya R. Griffin	P			Toby Johnson	
Steve Chan	X	Guests		Tom Mackay	X
		John Morris	x		
		Neil Coolen, (Rider)	X		



MARC Train Service On-Time Performance August 2018

		Month	Year to Date	Same Month 2017
Brunswick Line	Brunswick	94.37%	93.94%	91.49%
	Frederick	95.65%	94.06%	95.65%
	West Virginia	94.93%	92.77%	93.48%
	<i>Total Brunswick</i>	94.98%	90.91%	93.54%
Camden Line	Camden	89.03%	90.91%	96.27%
	BTS OTP	91.79%	92.15%	95.00%
Penn Line	Baltimore	76.77%	83.47%	85.86%
	Perryville	81.06%	82.93%	81.86%
	Amtrak OTP	76.74%	82.35%	83.86%
				88.61%
MARC SYSTEM TOTAL OTP		83.40%	86.66%	88.61%

MARC On Time Performance Summary

August 2018

Penn Line Weekday

76.74% Month

82.35% Year to Date

83.33% AM Southbound (Trains 401-423)

75.72% PM Northbound (Trains 426-448)

86.96% AM Northbound (Trains 400-412)

62.11% PM Southbound (Trains 537-449)

Trains below 90% (late more than twice, red-bold lower than 80%):

401 (78% month, 80% YTD)	446 (87% month, 87% YTD)
409 (78% month, 80% YTD)	447 (34% month, 59% YTD)
410 (87% month, 88% YTD)	448 (82% month, 89% YTD)
412 (30% month, 71% YTD)	449 (65% month, 74% YTD)
413 (82% month, 82% YTD)	451 (78% month, 84% YTD)
416 (65% month, 85% YTD)	452 (47% month, 71% YTD)
418 (87% month, 75% YTD)	453 (30% month, 70% YTD)
419 (87% month, 84% YTD)	505 (87% month, 87% YTD)
421 (82% month, 74% YTD)	511 (78% month, 81% YTD)
423 (65% month, 70% YTD)	517 (74% month, 75% YTD)
424 (78% month, 83% YTD)	525 (78% month, 75% YTD)
427 (34% month, 71% YTD)	532 (78% month, 78% YTD)
431 (74% month, 86% YTD)	536 (65% month, 77% YTD)
433 (74% month, 80% YTD)	537 (78% month, 81% YTD)
435 (61% month, 81% YTD)	544 (43% month, 71% YTD)
438 (78% month, 85% YTD)	548 (78% month, 86% YTD)
439 (78% month, 87% YTD)	579 (82% month, 66% YTD)
440 (52% month, 72% YTD)	634 (70% month, 74% YTD)
443 (47% month, 73% YTD)	641 (70% month, 83% YTD)
445 (60% month, 80% YTD)	642 (70% month, 83% YTD)

100% for month: 403, 414, 554

Penn Line Weekend

93.33% Month

92.53% Year to Date

(continued)

MARC On Time Performance Summary

August 2018

Bombardier Transportation Services OTP (Brunswick and Camden Lines):

91.79% Month

92.15% Year to Date

Brunswick Line

94.98% Month

93.59% Year to Date

97.58% AM Eastbound

92.42% PM Westbound

Trains below 90% (late more than twice, red-bold lower than 80%):

873 (78% month, 90% YTD)

893 (87% month, 87% YTD)

100% for month: 870, 872, 876, 881, 892, 894, 895

Camden Line

89.03% Month

90.91% Year to Date

86.23% AM Westbound

93.79% PM Eastbound

Trains below 90% (late more than twice, red-bold lower than 80%):

841 (73% month, 86% YTD)

851 (82% month, 87% YTD)

840 (78% month, 90% YTD)

852 (87% month, 94% YTD)

843 (87% month, 88% YTD)

853 (82% month, 84% YTD)

845 (87% month, 90% YTD)

854 (82% month, 91% YTD)

844 (82% month, 91% YTD)

855 (86% month, 93% YTD)

846 (82% month, 92% YTD)

857 (82% month, 79% YTD)

100% for month: 842, 848, 856, 859, 860

MARC On Time Performance – Discussion

August 2018

While Penn Line weekday OTP is still well below standards, it has improved from July. Amtrak trackwork on the southbound track between Odenton and Bowie ended two days early and the track returned to service for the AM rush on Thursday, August 23 and there was a weekday schedule change effective Monday, August 27. Amtrak also adjusted crew and equipment assignments on August 1 and again on September 4, which is helping improve OTP.

While this report generally focuses on the calendar month, we want to share the data below which incorporates OTP as of the end of service Tuesday, September 18. We acknowledge that there is still room for improvement, however we have seen better performance since the above-referenced changes and trackwork project:

Overall Penn Line OTP

July: 62.8%

August 1-22: 74.0%

August 23-September 18: 86.6%

Penn Line morning rush southbound

July: 52.3%

August 1-22: 77.6%

August 23-September 18: 91.7%

Penn Line afternoon rush northbound

July: 71.0%

August 1-22: 73.4%

August 23-September 18: 83.8%

There are still several off-peak trains with low OTP (e.g. 412, 427, 447, 453, 452) due to conflicts with Amtrak trains caused by the trackwork. Many of these will continue until the current trackwork between Odenton and West Baltimore is completed. It should be noted that while the OTP of these trains is low, the average delay to each train is minimal (around 10 minutes) and that northbound trains usually are on or close to on time from Washington to West Baltimore.

Amtrak will continue to prioritize assignment of an electric locomotive or Charger diesel to the trains operating north of Baltimore to permit higher speeds and reduce the need to stop and hold to be passed by Acela or Regional trains.

Penn Line weekend service experienced no significant issues.

Camden Line trains continue to experience dispatcher/interference issues with CSX freight trains. We will keep working with CSX to improve performance of the service. It should be noted that afternoon service from Washington to Baltimore has improved significantly from July (93.8% versus 87.7%)

Brunswick Line has seen improvement from July (94.7% versus 90.8%). Morning service OTP was 98.4%.



	Brunswick Line				Camden Line				Penn Line			
	Minutes	Delays	% By Minutes	% By Delays	Minutes	Delays	% By Minutes	% By Delays	Minutes	Delays	% By Minutes	% By Delays
ACCIDENT	0	0	0.0%	0.0%	0	0	0.0%	0.0%	0	0	0.0%	0.0%
COMMUNICATION/SIGNALS	43	3	8.2%	11.5%	5	1	0.5%	1.6%	251	17	4.0%	4.3%
CREW	0	0	0.0%	0.0%	55	2	5.7%	3.2%	163	7	2.6%	1.8%
DEPARTMENTAL COMMUN.	0	0	0.0%	0.0%	0	0	0.0%	0.0%	0	0	0.0%	0.0%
DISPATCHER/INTERFERENCE	247	13	47.2%	50.0%	578	38	59.9%	61.3%	3091	230	49.6%	57.5%
MECHANICAL-EQUIP.	135	4	25.8%	15.4%	47	4	4.9%	6.5%	397	15	6.4%	3.8%
MECHANICAL-HUMAN ERR.	0	0	0.0%	0.0%	30	2	3.1%	3.2%	70	2	1.1%	0.5%
PASSENGER	45	1	8.6%	3.8%	12	1	1.2%	1.6%	120	10	1.9%	2.5%
SECONDARY DELAY	0	0	0.0%	0.0%	91	4	9.4%	6.5%	1432	54	23.0%	13.5%
SECURITY	0	0	0.0%	0.0%	0	0	0.0%	0.0%	14	2	0.2%	0.5%
TRACK/CATENARY	0	0	0.0%	0.0%	86	4	8.9%	6.5%	551	59	8.8%	14.8%
WEATHER	53	5	10.1%	19.2%	61	6	6.3%	9.7%	143	4	2.3%	1.0%

MARC Train Cancellations and Terminations

August 2018

<u>Date</u>	<u>Line</u>	<u>Train</u>	<u>Cause</u>	<u>Synopsis of Situation</u>
8/2/2018	P	419	Crew	Terminated at Odenton due to engineer operational error, which caused locomotive to shut down. Passengers transferred to Trains 421 and 423.
8/2/2018	P	Multiple	Dispatcher/Interference and Secondary Delay	Significant train congestion in and around Washington Union Station due to an Amtrak derailment. Multiple trains experienced lengthy delays. Trains 451 and 448 cancelled.
8/10/2018	C	841, 840	Mechanical-Equipment and Secondary Delay	Train 841 terminated south of Camden Station due to mechanical failure. Passengers transferred to Train 845 to continue to Washington. Train 840 cancelled due to termination of Train 841.
8/13/2018	P	505	Mechanical-Equipment	Train cancelled between Perryville and Baltimore due to wheel problem on locomotive. Passengers accomodated on Train 511.
8/13/2018	P	410	Secondary Delay	Cancelled due to earlier delays to Trains 407 and 409. Passengers accomodated on Train 610.
8/14/2018	P	505	Crew	Train cancelled between Perryville and Baltimore due to handbrake being left applied during non-revenue trip from Baltimore to Perryville. Passengers accomodated on Train 511.
8/14/2018	P	409	Secondary Delay	Cancelled due to using equipment to replace Train 505 Baltimore-Washington. Passengers accomodated on Train 511 and 413.
8/14/2018	P	440	Secondary Delay	Cancelled due to no available equipment from morning disruption to Train 505. Passengers accomodated on Train 642.
8/17/2018	P	841,840	Track/Catenary and Secondary Delay	Train 841 cancelled due to emergency Amtrak trackwork just north of Union Station. Passengers accomodated on Train 843, which made all stops. Train 840 cancelled due to 841 not operating, passengers accomodated on Train 842.
8/17/2018	C	852	Secondary Delay	Cancelled due to severe delay to non-revenue equipment move trapped in Baltimore due to a disabled CSX freight train. Passengers accomodated on the Penn Line and Train 854

MARC Train Cancellations and Terminations

August 2018

<u>Date</u>	<u>Line</u>	<u>Train</u>	<u>Cause</u>	<u>Synopsis of Situation</u>
8/20/2018	P	435	Mechanical-Human Error	Cancelled due to improper set up of airbrake system prior to departure from Washington as Train 422 - unable to operate train from cab car to return south. Passengers accomodated on Train 439.
8/20/2018	P	642	Secondary Delay	Cancelled due to no available equipment due to the cancellation of Train 435. Passengers accomodated on Train 544.
8/22/2018	P	439	Mechanical-Equipment	Cancelled due to diesel locomotive failure, passengers accomodated on Train 641, which made all stops.
8/22/2018	P	438	Mechanical-Equipment	Cancelled due to diesel locomotive failure, passengers accomodated on Trains 440 and 642.
8/22/2018	P	449	Secondary Delay	Cancelled due to the cancellation of Train 438. Passengers accomodated on Train 451 and Amtrak 173.
8/30/2018	C	855	Crew	Train cancelled due to improper configuration of cab car. Mechanical supervision responded and corrected problem. Train operated express to Washington without passengers to ensure continued afternoon service. Passengers accomodated on Train 857.
8/31/2018	P	641	Mechanical-Equipment	Train terminated at Seabrook due to diesel locomotive failure. Passengers transferred to Train 443.
8/31/2018	P	642	Secondary Delay	Cancelled due to termination of Train 641. Passengers accomodated on Train 544.
8/31/2018	P	548	Weather	Terminated at West Baltimore due to severe weather and over a foot of water covering the tracks in the B&P tunnel. Passengers encouraged to find alternate transportation to final destination; reimbursement provided.
8/31/2018	P	453/452	Weather	Cancelled due to severe weather and over a foot of water covering the tracks in the B&P tunnel. Passengers encouraged to find alternate transportation to final destination; reimbursement provided.

MARC Train Service

Weekday Station Boardings Comparison Report

August 2018 vs. August 2017

Penn Line ridership not submitted by Amtrak

Camden Line	East 2018	West 2018	Total 2018	East 2017	West 2017	Total 2017
Camden	0	385	385	0	455	455
St. Denis	0	8	8	0	42	42
Dorsey	19	502	521	15	661	676
Jessup	0	1	1	0	0	0
Savage	19	445	464	17	400	417
Laurel Race Track	0	6	6	0	1	1
Laurel	49	581	630	49	693	742
Muirkirk	29	389	418	28	392	420
Greenbelt	49	19	68	36	37	73
College Park	143	48	191	149	49	198
Riverdale	20	61	81	22	38	60
Washington, Union Station	2,107	0	2,107	2,386	0	2,386
Totals	2,435	2,445	4,880	2,702	2,768	5,470

Brunswick Line	East 2018	West 2018	Total 2018	East 2017	West 2017	Total 2017
Washington, Union Station	0	3,452	3,452	0	2,964	2,964
Silver Spring	506	484	990	38	441	479
Kensington	195	18	213	193	19	212
Garrett Park	51	1	52	55	0	55
Rockville	248	286	534	225	311	536
Washington Grove	41	3	44	47	1	48
Gaithersburg	529	51	580	518	35	553
Metropolitan Grove	280	7	287	290	11	301
Germantown	863	16	879	951	19	970
Boyds	18	0	18	18	0	18
Barnesville	89	0	89	75	0	75
Dickerson	21	0	21	32	0	32
Point of Rocks	378	6	384	432	1	433
Monocacy	267	0	267	212	0	212
Frederick	121	0	121	92	0	92
Brunswick	482	0	482	464	0	464
Harpers Ferry	47	0	47	62	0	62
Duffields	88	0	88	109	0	109
Martinsburg, WV	86	0	86	111	0	111
Totals	4,310	4,324	8,634	3,924	3,802	7,726